

FIGURE 1

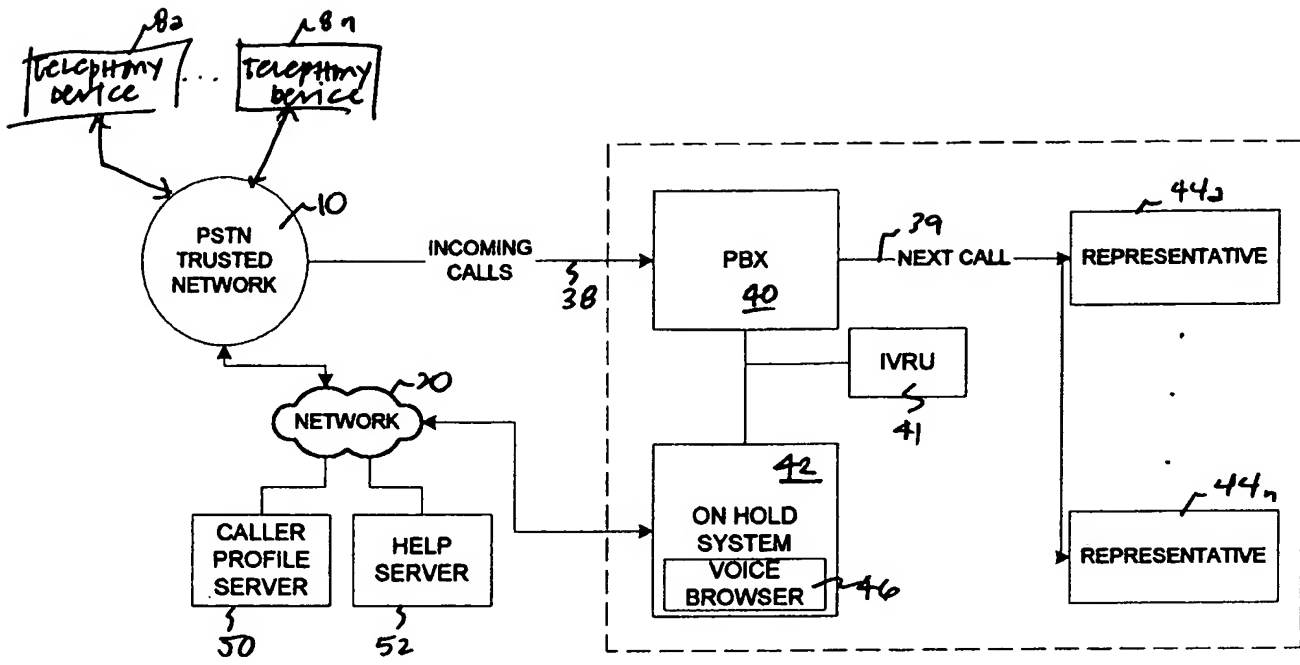


FIGURE 2

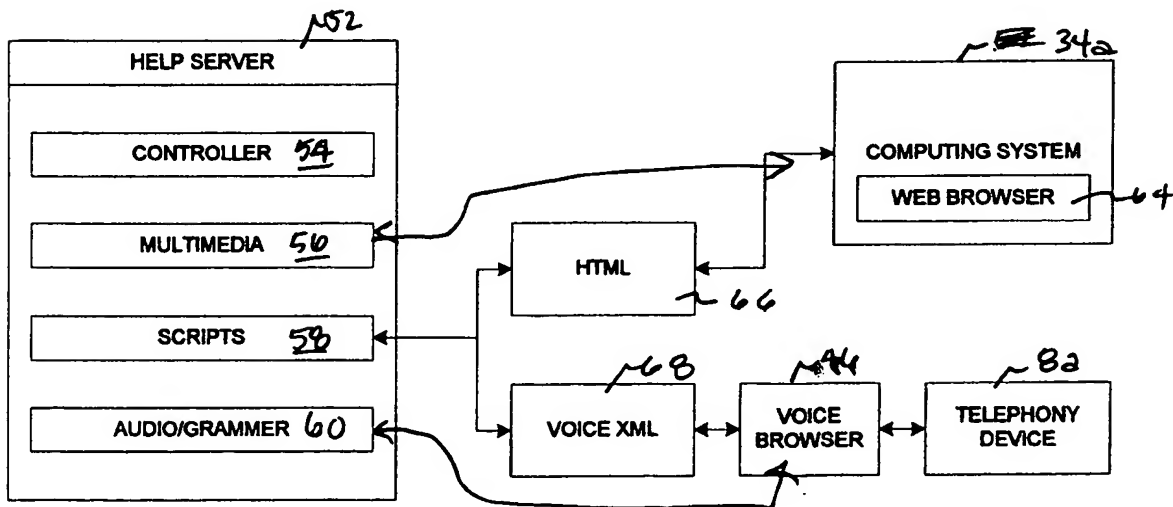


FIGURE 3

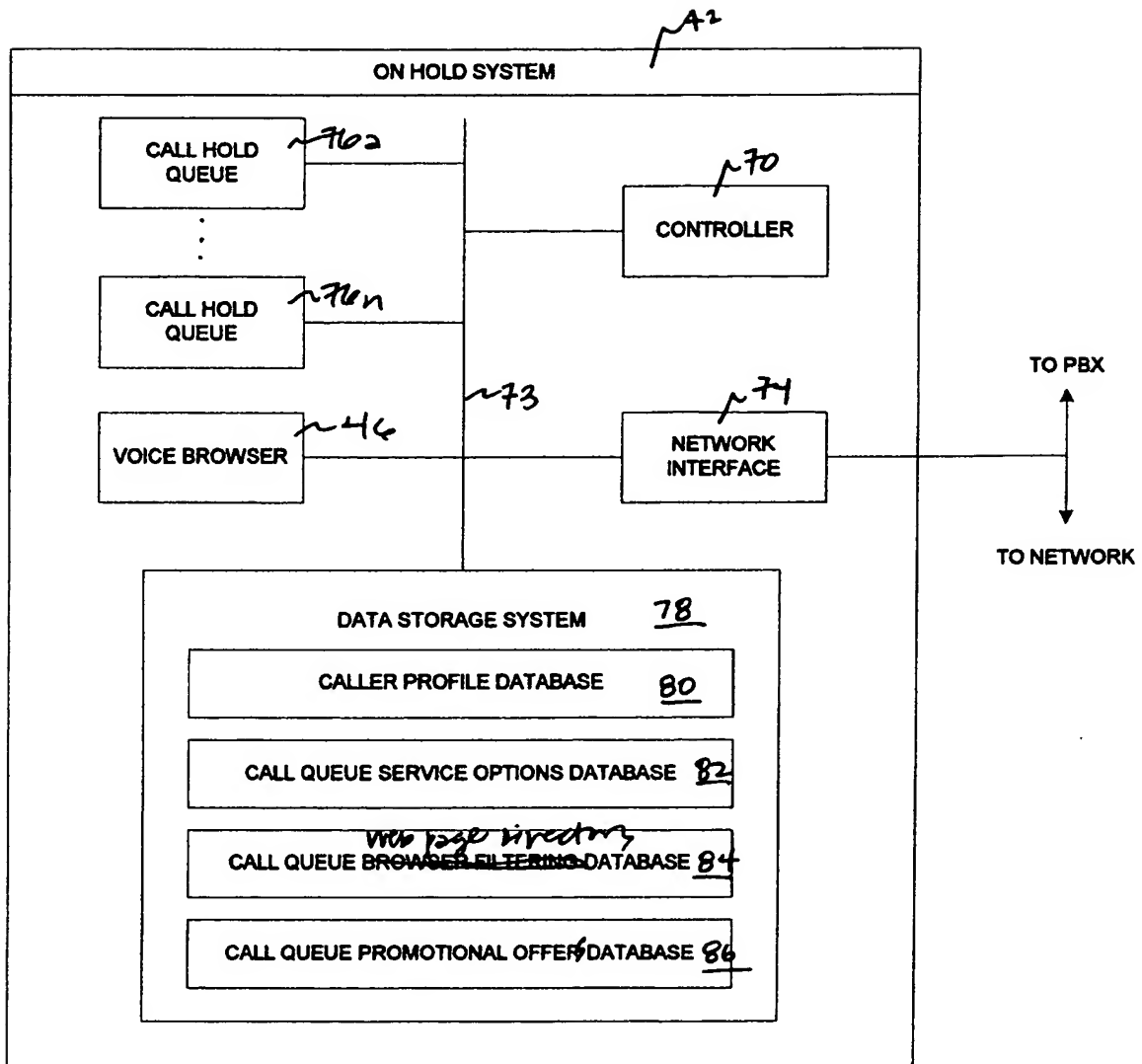


FIGURE 4

CALLER PROFILE

VID - JANE SMITH 500-00-000

MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK

NEWS PREFERENCE : HEADLINE NEWS

AGE : 30

SEX : F

EDUCATION : COLLEGE

OCCUPATION : ADVERTISING

SPECIAL NEED: NONE

GEOGRAPHICAL REGION : 12

PRODUCTS:

COMPUTER A; APPLIANCE B; CABLE SERVICE C

MONTHLY WAIT HISTORY :

30 MINS CLASSICAL MUSIC, SONGS A-G

20 MINS HEADLINE NEWS, CNN

40 MINS TRIVIA GAME, QUESTIONS 1-40 FROM GAMES R US

50 MINS SURVEY, POLITICAL VIEWS ON SPORTS

5 MINS LIGHT ROCK MUSIC

10 MINS SPORTS NEWS

CURRENT WAIT HISTORY

20 MINS QUEUE 1 -> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG

2 MINS QUEUE 3 CURRENTLY ON HOLD

MONTHLY TIME WITH REPRESENTATIVE

AVERAGE TIME : 10 MINUTES

LONGEST TIME : 30 MINUTES

SHORTEST TIME : 2 MINUTES

ON HOLD POINTS = 20

MEMBERSHIP POINTS

COMPANY A - 200

COMPANY B - 300

COMPANY C - 100

Figure 5

~91

CALL QUEUE WEB PAGE DIRECTORY DATABASE			
Help	MODEM		
	TYPE A		
	FAQ		-> MODEM/TYPE A/FAQ
	PROBLEM SOLVING		
	LIGHT		-> MODEM/TYPE A/PROBSOLVE/LIGHT
	INITIALIZING		-> MODEM/TYPE A/PROBSOLVE/INITIALIZE
	CONNECTION		-> MODEM/TYPE A/PROBSOVLE/CONNECT
	TYPE B		
	.	.	
	.	.	
AV	NEW PRODUCT A		
	GEOGRAPHICAL REGION 1		->PRODUCTA/REGION1
	GEOGRAPHICAL REGION 10		->PRODUCTA/REGION10
	.	.	
	.	.	
XT Vendor KV	ACCESSORY A - ACCESSORY TO PRODUCT C		VENDOR 0010
	FEMALE		-> VENDOR 0010/ACCESSORY A/ON HOLD/ FEMALE
	MAIL		-> VENDOR 0010/ACCESSORY A/ON HOLD/ FEMALE

FIGURE 6

VOICE BROWSING MENU - MODEM QUEUE <sup>92</sup>

WHILE YOU ARE WAITING IN THE MODEM HOLD QUEUE AND CHOOSE TO VOICE  
BROWSE MODEM SPECIFIC WEB PAGES, YOU WILL RECEIVE INCENTIVE X

FOR MODEM QUESTION WEB BROWSING, PRESS 1  
FOR GENERAL WEB BROWSING, PRESS 2

MODEM WEB BROWSING MENU

PLEASE SELECT ONE OF THE FOLLOWING  
OPTIONS:

- 1 - FREQUENTLY ASKED QUESTIONS ABOUT  
MODEMS [GO TO MODEM/FAQ] <sup>94</sup>
- 2 - MODEM PROBLEM SOLVING

DIRECTIONS FOR TESTING A MODEM MENU

PLEASE INDICATE THE TYPE OF PROBLEM <sup>96</sup>

- 1 - MODEM LIGHT NOT ILLUMINATING  
[GO TO MODEM/PROBSOLVE/LIGHT]
- 2 - MODEM NOT INITIALIZING  
[GO TO MODEM/PROBSOLVE/INITIALIZE]
- 3 - MODEM NOT ESTABLISHING NETWORK  
CONNECTION  
[GO TO MODEM/PROBSOLVE/CONNECT]

Figure 7

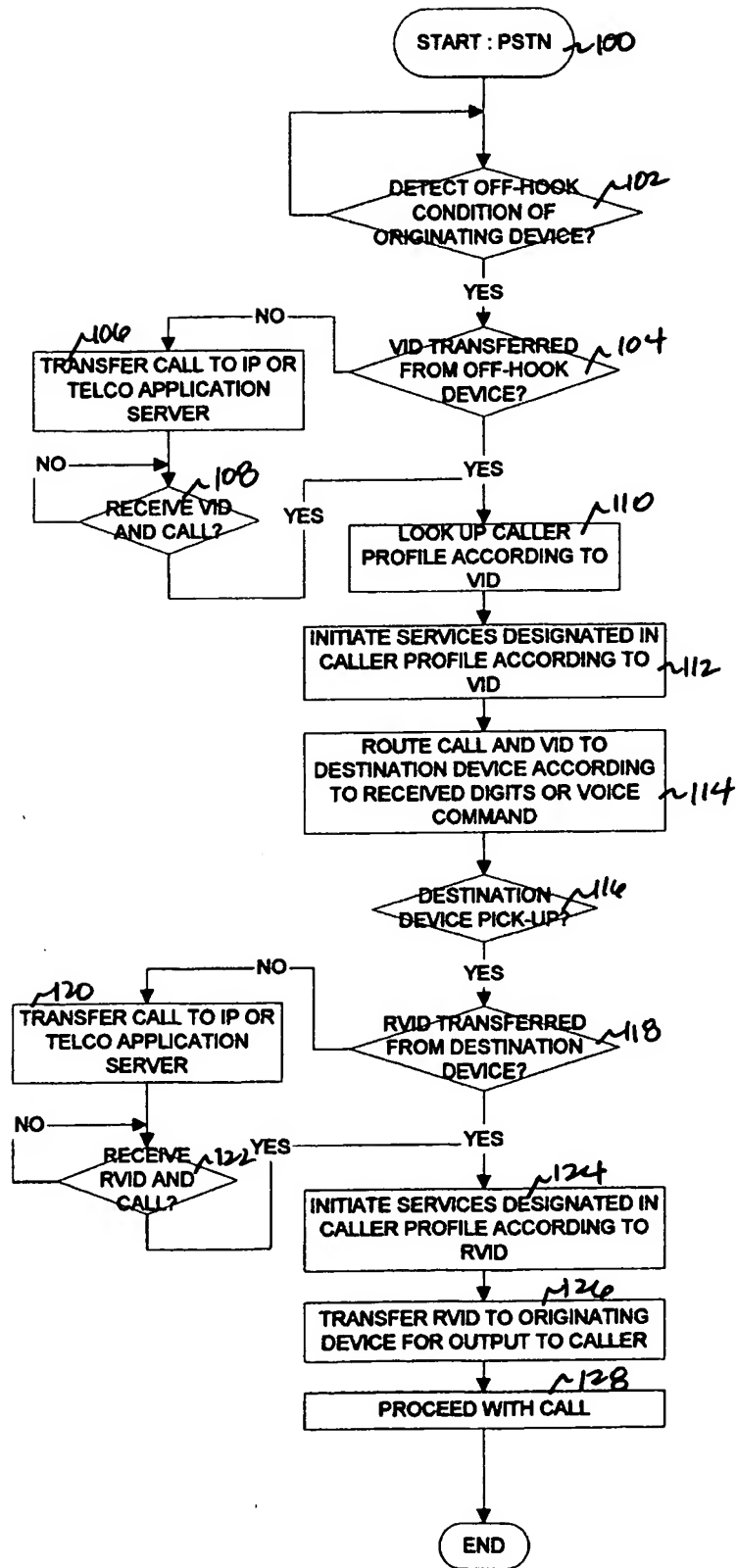


Figure # 8

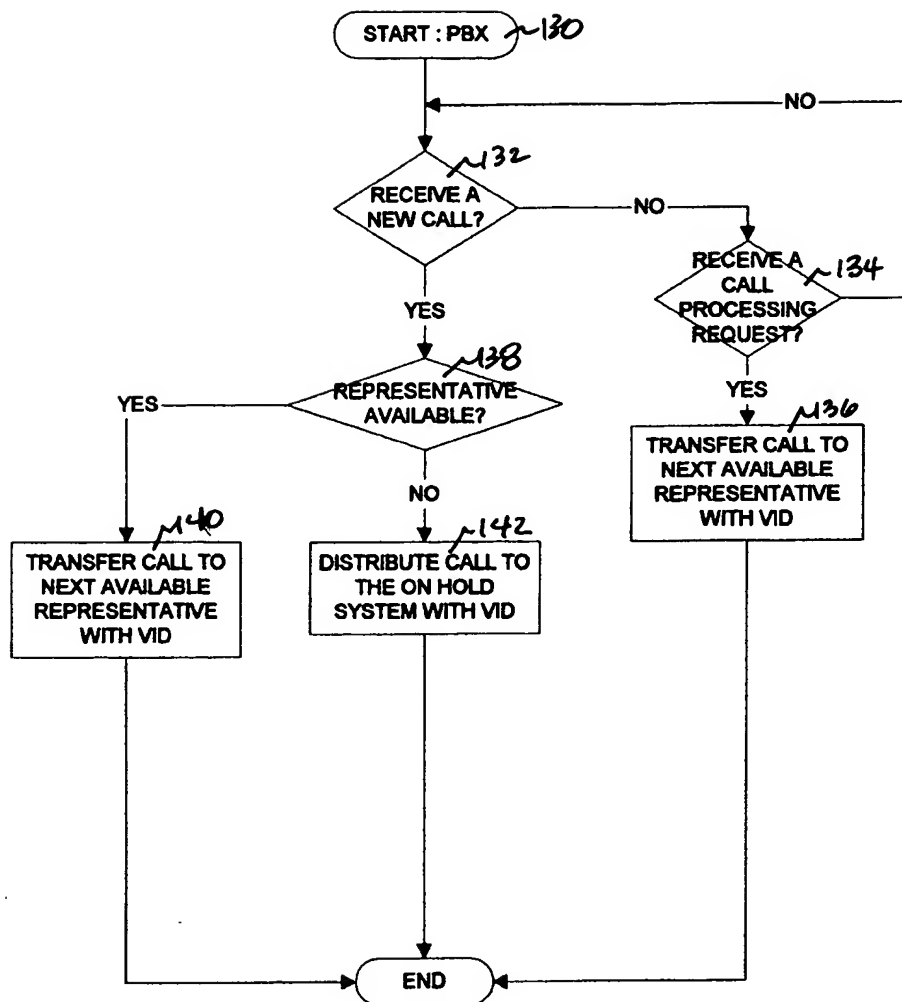


FIGURE 9



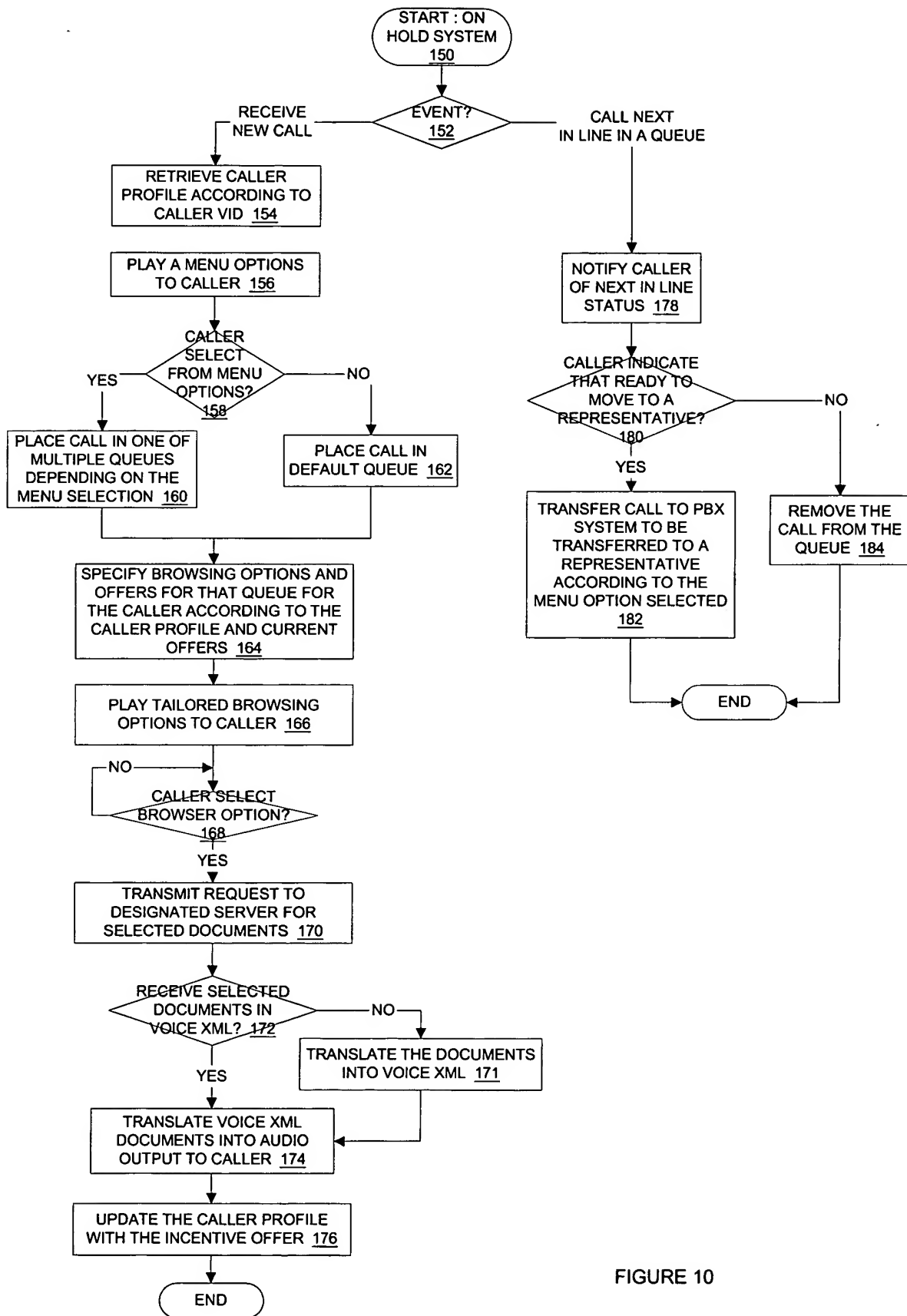


FIGURE 10